

**CITY OF HOMER**  
**JOB DESCRIPTION AND SPECIFICATIONS**

**PUBLIC SAFETY DISPATCHER I**

<b>Department:</b>	Police	<b>Sub-Department:</b>	Dispatch Operations
<b>Reports To:</b>	Communications Supv.	<b>Backed Up By:</b>	PS Dispatcher II's
<b>Supervises:</b>	None	<b>Backs Up:</b>	PS Dispatcher II
<b>Pay Range:</b>	11	<b>Classification:</b>	Full Time/Regular
<b>FLSA Status:</b>	Non-Exempt	<b>Updated:</b>	01/07, 08/12

**GENERAL FUNCTIONS**

The Public Safety Dispatcher I position is in the Communications Division of the Homer Police Department. Under general direction and supervision of the Communications Supervisor and/or a PSD II, dispatchers perform duties to coordinate public safety (Police, Fire and EMS) response to protect the life and property through prompt, courteous, and efficient call processing and dispatching. Employees transmit, receive, and relay information to and from an array of local, state and federal government entities. Contacts with the public and government agencies often involve emergency situations that require the employee to influence and direct conversations, often in stressful circumstances. The employee must be self-disciplined and exercise discretion when handling sensitive information. The position includes daily contact with the public and government agencies, often in emergency situations. Homer Police Department communications personnel are held to a high level of professional skill and technical ability. Personnel are trained to maintain situational awareness in a stressful multi-tasked environment. This position is responsible for monitoring, receiving and transmitting on a multi-channel two-way radio system. Dispatcher monitors administrative and emergency phone lines determining nature of call, its priority and jurisdiction, and then either dispatches appropriate personnel or routes call to appropriate personnel or agency. Certified for emergency medical dispatch services, the dispatcher provides medical instruction to those on the scene of the emergency as a first responder until medical staff arrives. Enters updates and retrieves information from a variety of computer systems.

**JOB FUNCTIONS AND MAJOR ACTIVITIES**

1. Provide first responder assistance in medical emergencies in accordance with the National Academy of Emergency Dispatch guidelines. As prescribed by policy and procedure, correctly prioritize and determine departmental responses for varying emergency situations.
2. Provide accurate deployment tracking of department personnel and equipment to maintain continuous situational awareness.
3. Gather information, receive complaints and/or requests for service (both routine and emergency) using a multi-line telephone system or multi-channel radio equipment and/or through direct personal contact. Communicate over law enforcement radio channels while initiating and responding to radio communications. Be able to hear and comprehend radio traffic. Uses a multi-channel two-way radio dispatching on several frequencies simultaneously. Screen all calls including 911, emergency and non-emergency lines; obtains and records vital information. When handling calls, dispatchers question each caller carefully to determine the type, seriousness, and location of the emergency. The dispatcher quickly decides on the priority of the incident, type and number of units needed, and the location of the closest and most suitable units available. Must know boundaries and jurisdictions for entire coverage area in order to refer calls accurately.
4. Operate multiple computer programs and quickly navigate between computer and communications programs and applications.

5. Read, comprehend, synopsise and communicate legal and non-legal documents such as driving records, criminal histories, citations, domestic violence paperwork, no-code death advisements, and warrants.
6. Prepare and maintain numerous logs, alpha and numerical files, report forms, statistical data, and general correspondence using correct spelling, punctuation, and grammar.
7. Communicate and coordinate with others in a stressful environment. Maintain composure in difficult situations. Questions callers who may be verbally abusive, emotionally upset, uncooperative or frightened, remaining calm and professional at all times.
8. Monitors all alarm panels and notifies appropriate on-call employee in event of emergency. Dispatches proper agency/officer to security alarms reported by outside security agencies including the State wide Emergency Alert System and Gateway Unit.
9. Performs duties as corrections officer in monitoring prisoners, serving prisoner meals, maintaining security of the cell block, and seeing to other needs of the prisoners in the absence of the Community Jail Officer. Female dispatchers have the added duty of assisting male officers in pat down searches of female prisoners. As corrections officer, detailed records are kept of all prisoner contacts. As dispatcher, is responsible for obtaining jail guards in cases of incapacitated persons, maintaining the observations records for same, and notifying officers in case of emergency.
10. Communicate clearly and concisely, both verbally and in writing. Understand, interpret, and communicate complex issues and situations. Effectively communicate with people of all ages by giving information, directions and instructions. Communications personnel must have the ability to successfully work with individuals from diverse backgrounds and professions.
11. Work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner, often in stressful situations. Establish and maintain effective relationships with those contacted in the course of work.
12. Maintain strict confidentiality of all calls, conversations, and written materials.
13. Use good judgment and time management skills in performing a variety of technical and complex clerical assignments.
14. Attend Department and other training programs. Attendance at some required training may require travel outside of the City and State.
15. Obtain and maintain security clearance standards as set by the Alaska Public Safety Information Network (APSIN) and the National Crime Information Center (NCIC). Has a good working knowledge of state and national computer systems, (APSIN/NLETS/NCIC), knowing how to inquire and enter information in all areas.
16. Knowledge and proficiency using computer software such as Microsoft Office, xT911, xTrakker, and Centracom Elite Dispatch, 511 Alaska
17. Obtain and maintain currency in Emergency Medical Dispatch procedures and protocols.
18. Obtain and maintain currency in CPR and Academy of Emergency Dispatch practices.
19. Perform assigned duties with speed and accuracy.
20. Perform other work as assigned.

## **SKILLS, KNOWLEDGE AND ABILITIES**

Two years experience in clerical duties with considerable public contact required. Must be able to perform job duties with minimal or no supervision. Must possess the ability to work in a fast paced, high security environment, communicating clearly and concisely both verbally and in writing. Ability to take direction, work independently and as part of a group. Able to work in a high pressured and structured environment, remaining calm and professional at all times is required. Must multi-task, accurately hear and simultaneously document information. Intermediate knowledge with the use of common office equipment, personal computers and supporting software in a Windows or Windows NT based environment. Possess strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications. Must be able to type at a fast pace with minimal errors. Must successfully complete the dispatch training program including obtaining all required certifications: APSIN (Alaska Public Safety Information Network), CPR/BLS, Emergency Medical Dispatch, ICS 100, ICS 200, ICS 700 and other mandatory trainings. Have a level of mobility that allows movement between equipment in and around the communications center and the Police Department and still provide public safety operations critical to the dispatch function with minimal delay. This position requires a willingness and ability to work all shifts, including but not limited to day/swing/night, weekends, holidays and mandatory overtime as needed. High school diploma or equivalent required.

## **DECISION MAKING RESPONSIBILITIES**

Responsible for decisions which may involve loss of life or destruction of property. Responsible for maintaining confidentiality in police investigations and procedures. Activities are a major source of potential liability to the City. Minor budget authority at unit level.

## **SUPERVISORY AUTHORITY**

None.

## **EXTERNAL VISIBILITY/CONTACT**

High frequency of contact with general public. Low frequency of contact with key city personnel. Moderate contact with governmental officials. Infrequent attendance at public meetings and contact with key service personnel.

## **WORKING CONDITIONS**

Moderate frequency of exposure to hazardous working situations in dealing with prisoners in jail atmosphere. Infrequent exposure to adverse weather conditions. Irregular hours on various shifts. May be required to work holidays and overtime. On call status may require reporting to work at unusual times with minimum notice. The employee must be able to work at day or night for long shifts and often alone in a building. The work is performed inside, usually around computers and other electronic equipment. Inside work is usually in buildings, adequately heated, lighted, and ventilated. Personal protective equipment is provided and must be used in accordance with best practices, federal and state laws, and City/Department policies and operating procedures. The work environment exposes the employee to potentially dangerous situations, and to sit in a confined area on occasion behind protective glass.

I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION AND SPECIFICATON; IT HAS BEEN EXPLAINED TO ME. I UNDERSTAND AND ACCEPT THE EXPECTATIONS OF MY DUTIES AND RESPONSIBILITIES AS A CONDITION OF MY EMPLOYMENT AS STATED HEREIN.

Employee Signature	Date
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Supervisor Signature	Date
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City Manager Signature	Date
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Personnel Director Signature	Date
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